



**CASE STUDY OF
E-SEVA**

ANDHRA PRADESH, INDIA





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OUR TEAM

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OUR TEAM



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e-Governance

INTRODUCTION

E-Governance

E-governance is also known as electronic governance, refers to the use of digital technology and communication tools, such as computers, the internet, and mobile devices, to improve and enhance the delivery of government services and information to citizens. E-Seva is the one of the best earliest attempt of e-governance in Andhra Pradesh, India.



INTRODUCTION

E-Seva

E-Seva is one of the e-governance citizen-centric (G2C) service for providing government services online to save citizens from the trouble of running around various departments and has transformed the way citizens access government services, making them more accessible, efficient, time-saving, convenience, transparent and reduce corruption.



BEFORE E-SEVA

- Suppose Mr. Ram is a resident of Guntur district in Andhra Pradesh and needed to pay his property tax.
- Previously, he had to visit the municipality office and stand in long queues to pay his tax.



After E-Seva arrival

When a citizen wants to pay a utility bill, they can visit the nearest e-Seva center and submit their bill along with the payment. The e-Seva center operator enters the bill details into the computer system, and the citizen can then make the payment in cash or through digital modes of payment like debit card, credit card or net banking. The e-Seva system generates a receipt for the payment, which is given to the citizen.

GOVERNMENT OF ANDHRA PRADESH
eSeva

RECEIPT S.No. : A- 3046195

Consumer ID : KARMANGHAT, RANGA REDDY
Consumer Name & Address :
Name of Department/Agency : 612748763
Dept/Agency Receipt No. : M.VIJAYANAND

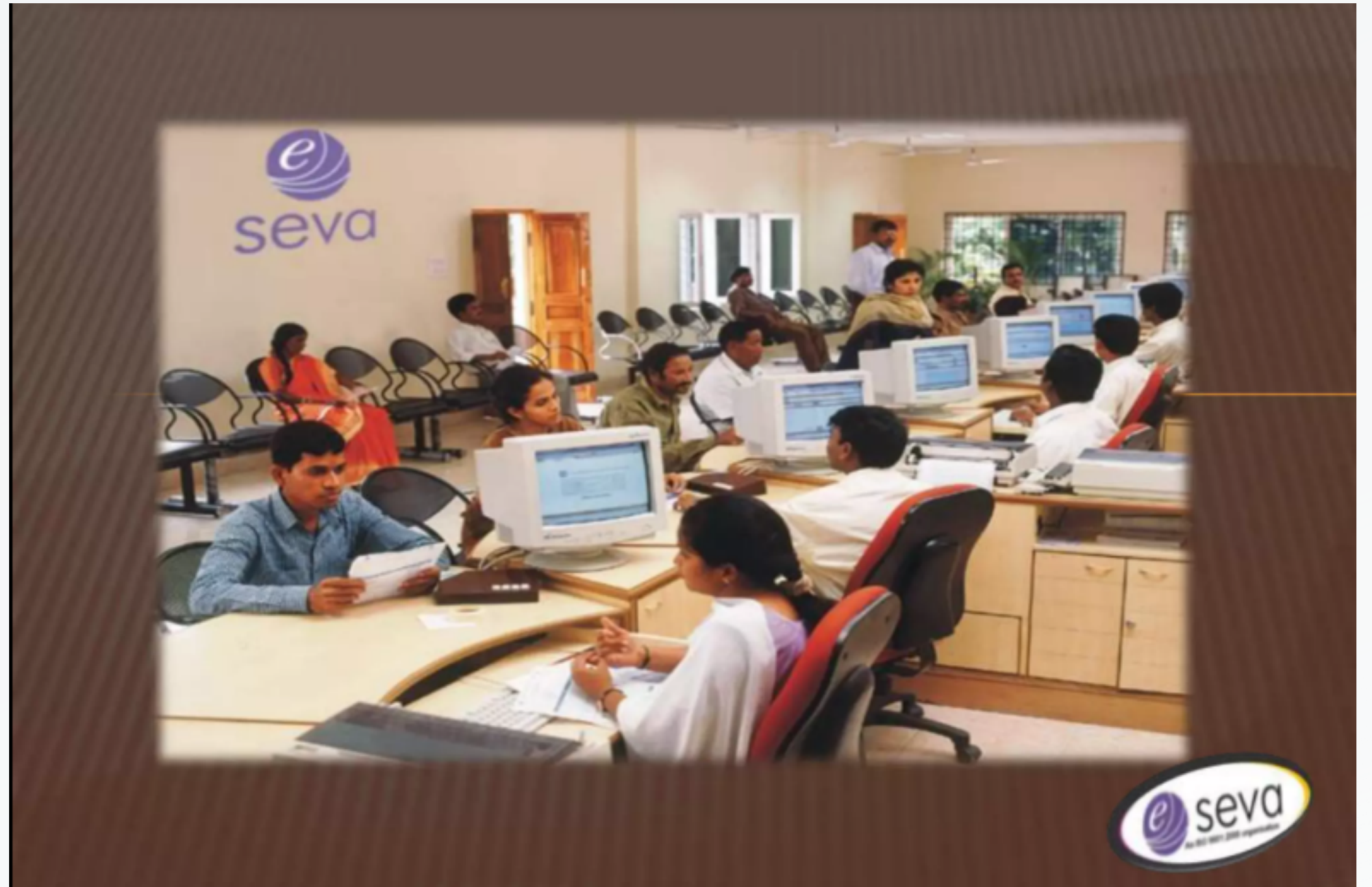
Transaction No : PLOT NO.59, DHARMAPURI COLONY, SAROOR NAGAR, SAROOR NAGAR (SAROOR - Shift :
Transaction Date : 500035 Hyderabad Metro Water Works Counter :
Bill for which Payment Made : 8933244696

| Pay Mode | Chq/D No. | Chq/D Date | Bank/Branch Name | Particulars | Amount Paid (Rs.) |
|----------|-----------|------------|------------------|-------------|-------------------|
| CASH | | 23-05-2005 | | WATER CESS | 294.00 |

Amount in words (Rs.) : Total : 294.
Operator Code : Two Hundred Ninety Four Only Signature : 294.

Post E-Seva

people taking services
in E-seva Centers



INITIATOR OF E-SEVA

In Andhra Pradesh



J Satyanarayana

IT secretary



Chandrababu

Naidu

chief minister

In Andhra Pradesh, the initiative were done by the then IT secretary J Satyanarayana and chief minister Chandrababu Naidu as One Stop Shop (the office that offers multiple services to a customer).

Background

- It was started as the TWINS project (providing facilities to two cities Hyderabad and Secunderabad) to provide multiple services of government under one umbrella instead of going from one department to another.
- The TWINS project was initially implemented as a small pilot project to test the feasibility and effectiveness of the initiative and to understand the challenges involved in providing government services to citizens through a single-window system. Initial services were
 1. paying electricity bills
 2. water bills
 3. telephone bills

Background

- after the success of the pilot project led to additional services
 1. municipal corporation
 2. birth and death certificates providing services
- also the expansion of the initiative centres to other parts of the state, with the number of centres increasing rapidly over the years.

Background

- The second phase rollout established 12 counters in the city.
- twins project also renamed as e-seva.
- As of now, there are hundreds of e-Seva and MeeSeva centres across the state, providing a wide range of citizen-centric services to the people.



Salient features of e-seva:

- Provide real-time online transactions.
- Integrated citizen service centres(ICSCs) operate from 8 a to 8 pm on all working days and is open on Sundays and second Saturdays also 9a.m to 3 pm.
- Electronic queuing system and efficient transaction of business reduce waiting time.
- Distribution of centres in all major areas surrounding the city is likely to expand to other parts of the state also.

Implementation of Public-private partnership model

- This project has been implemented to a Public-Private partnership model. A Public-Private Partnership (PPP) is a partnership between the public sector and the private sector for the purpose of delivering a service traditionally provided by the public sector.
- The transactions are done on a real-time basis.
- The servers of different department area are connected at the e-seva data center, which is in turn connected to different ICSCs.

Implementation of Public-private partnership model

- The connectivity is provided through leased lines with ISDN line as backup.
- Transactions conducted at the ICSCs are recorded directly in the servers of the department concerned after duly according to the same in the central server.
- Each ICSC has 10-14 computerized manner counter with one PC, printer, and bar-code reader per counter to handle the services.

- The technology is based in a 3-tier architecture.

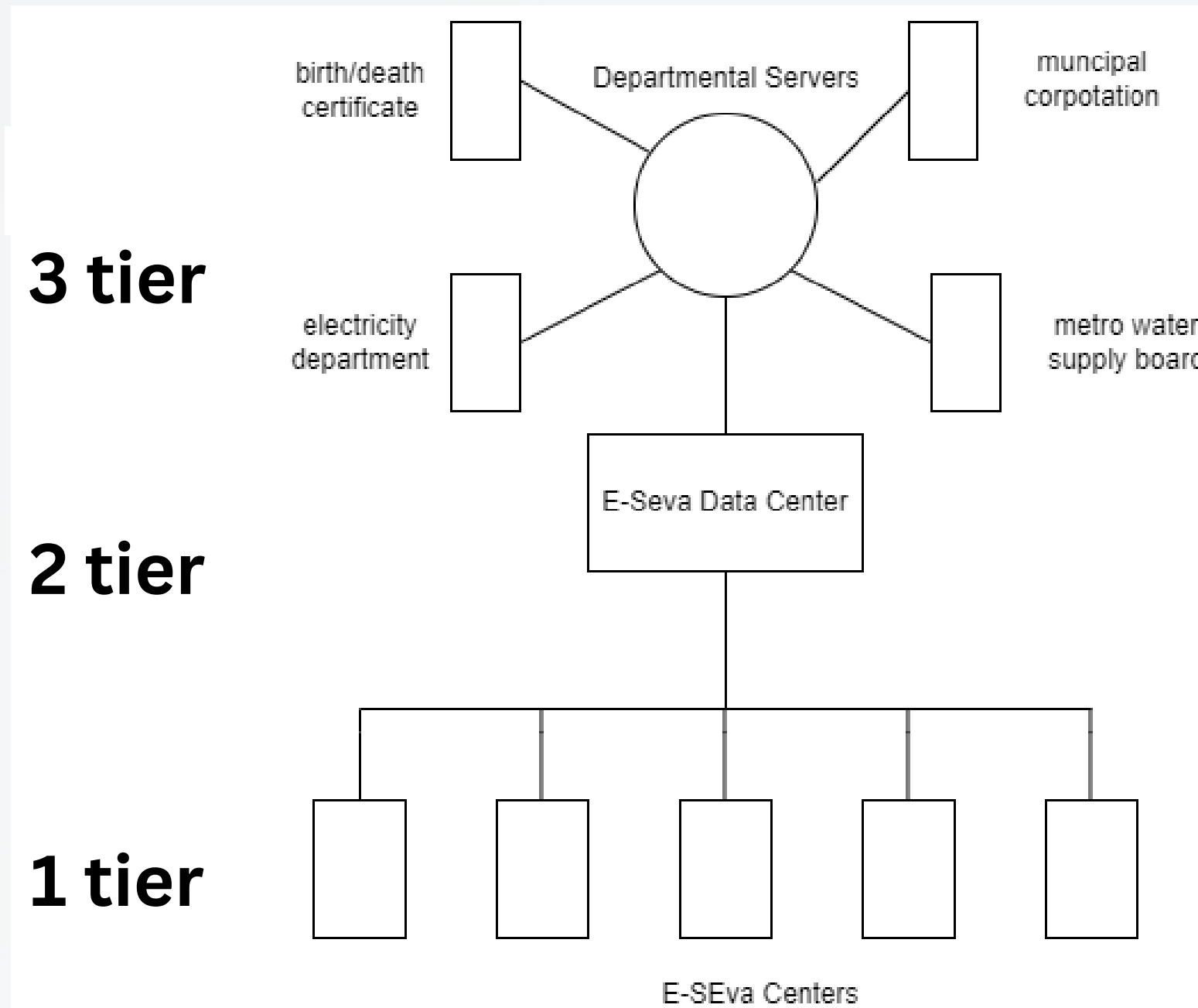


Fig: 3 tier architecture of e-seva

Hardware and software:

Computers: e-Seva centers are equipped with computers that are connected to the internet. These computers are used to access the e-Seva website and provide services to citizens.

Printers: Printers are used to print receipts and certificates for citizens who avail of e-Seva services.

Biometric devices: Biometric devices are used for identification purposes. Citizens can use their fingerprints or iris scans to access services.

Internet connectivity: High-speed internet connectivity is essential for e-Seva centers to function effectively. The centers are connected to the internet via broadband connections.

Operating System: The e-Seva centers in Andhra Pradesh use the Windows operating system 2000

Applications: The e-Seva platform is powered by various software applications such as Oracle, Java, and SQL server. These applications are used to manage citizen data and provide services.

Security software: To ensure the security of citizen data, e-Seva centers use various security software applications such as firewalls and antivirus software..

Hardware and software:



- **Two sun E250 servers with 100% redundancy and two Compaq ML 530 database servers with 100% redundancy.**

(The purpose of having 100% redundancy is to ensure highavailability of the database which means that if one server fails, the other server can continue to serve the database without interruption.).

- **Oracle 9i AS database servers with 100% redundancy.**
- **Oracle 9i AS application server running on Sun Solaris 8**



Hardware and software:

- One firewall server.
- One web application server for portal.
- One network monitoring server running cisco works on windows 2000.
- Java based front end.
- 10 kVA UPS for clients in khairatabad center with one-hour backup and 5 VA UPS all server in the data center with 45 minute backup.
- 5 kVA UPS in all centres with 30 min backup.
- 12 clients and 10 printers, including a laser printer and one PVC for printer for printing driving licences.

Service Centers:

At present there are 46 e-seva centres spread across the twin cities of Hyderabad and Secunderabad and rana reddy District and the two bank branches of Andhra Bank and State Bank of Hyderabad respectively.

Extension to District:

Regarding the replication of eseva in municipalities in the stage , it was decided to expand the eseva services in all 117 municipalities in the state which cover 85% of the population of the state.

Services Available:

- Payment of utility bills
- Certificates
- Permits/Licences
- Reservations
- Other services
- Internet services
- B2C services
- Additional services proposed

Payment of utility bills

- a. Electricity bills
- b. Water and sewage bills
- c. Telephone bills
- d. Property tax
- e. Filing of CST(Central Sales Tax) returns
- f. Filing of A2 returns of APGST(Andhra Pradesh Goods and Services Tax Rules)
- g. Filing of AA9 (Return of turnover to be filed by dealers)f APGST

Payment of utility bills

- h. Collection of examination fee, affiliation fee(the annual subscription to be paid by members) and recognition fee of board of intermediate.(application fee for recognition of professional qualifications)
- i Filling of IT returns (Income Tax returns) of salaried class
- j. Property tax of L.B.Nagar municipality
- k. Property tax of Kuktpally municipality
- l. Property tax of Qutbullapur municipality

Certificates

- a. Registration of birth
- b. Registration of death
- c. Issue of Birth certificates
- d. Issue of Death certificates

Permits/Licences

- a. Renewal of trade licences
- b. Registration of new trade licences
- c. Change of address of vehicle owner
- d. Transfer of ownership of vehicles
- e. Issue of learner's licences

Permits/Licences

- f. Issue of driving licences(non-transport vehicles)
- g. Registration of new vehicles
- h. Quarterly(one-fourth) tax payments of autos
- i. Quarterly tax payments of goods vehicles
- j. Lifetime tax payments of new vehicles

Reservations

- a. Reservation of APSRTC(Andhra Pradesh State Road Transport Corporation) bus tickets
- b. Reservation of water tanker

Internet services

- a. Internet-enabled electronic payments
- b. Downloading of forms and government orders

B2C services

- a. Collection of telephone bill payments of TTL(Text-to-Landline)
- b. Sales of new AirTel magic cards
- c. Top up / recharge of AirTel Magic cards
- d. Sales of entry tickets for tollywood star cricket
- e. Sale of entry tickets for cricket match
- f. Filing of reliance CDMA mobile phone connections
- g. Sale of prepaid India telephone cards
- h. Sale of application for Model EAMCET
(Engineering Agricultural and Medical Common Entrance Test)

Additional services proposed

1. Railway reservation
2. Sale of movie tickets
3. Payments of traffic related offences
4. Payments of degree examination fees of Open University
5. Sale of I-CET application(Integrated Common Entrance Test)
6. Online reservation of darshan tickets for Lord Venkateshwars at Tirumals
7. Collection of bill payments of Idea cellular
8. Collection of bill payment of HUTCH(Vodafone India)
9. Issue of encumbrance certificate(a crucial document used as evidence of free possession of a property)
10. Market value assistance

Additional services proposed

11. General insurance
12. Reservation of tourism tickets for accommodation
13. Reservation of tourism bus tickets
14. Call center
15. Indian airlines ticket reservation
16. Life insurance premium payment
17. Issue of caste certificate
18. ATM services
19. Collection of bill payments

Additional services proposed

20. Renewal of drug licence

21. Issue of bus passes

22. Collection of trade licences of labour department

Other services

- a. Sales of passport application forms
- b. Filling of passport application
- c. Sale of non-judicial stamps
- d. Sales of trade licence applications
- e. Sales of national games tickets
- f. Sales of entry tickets for WTA(Women's Tennis Association)
- g. Sales of EAMC:ET application(Engineering Agricultural and Medical Common Entrance Test)

scope of eseva centers in context of nepal

- e-Seva Kendras in Nepal will be the government-run service centers.
- That aim to provide convenient and accessible services to the public.
- These E-Seva center will promote digital governance and offer a wide range of services related to
 1. obtaining citizenship certificates
 2. passport application support
 3. birth and death registration
 4. land and property registration
 5. and various other government-related services.

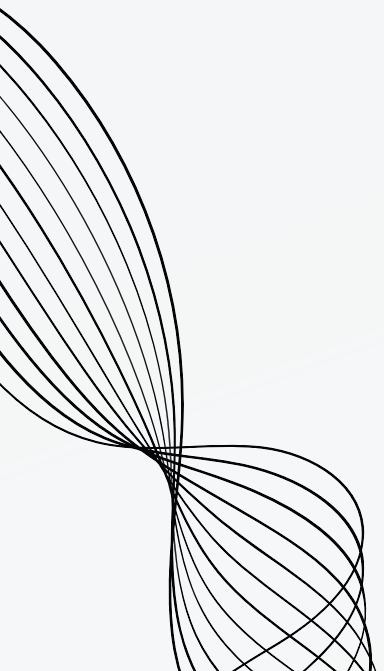
scope of eseva centers in context of nepal

- The scope of e-Seva Kendras in Nepal is to make more efficient and simplify government service delivery, reduce corruption, save public time by reducing the need to wait in long queues for obtaining government services and enhance transparency and efficiency in the public service sector.

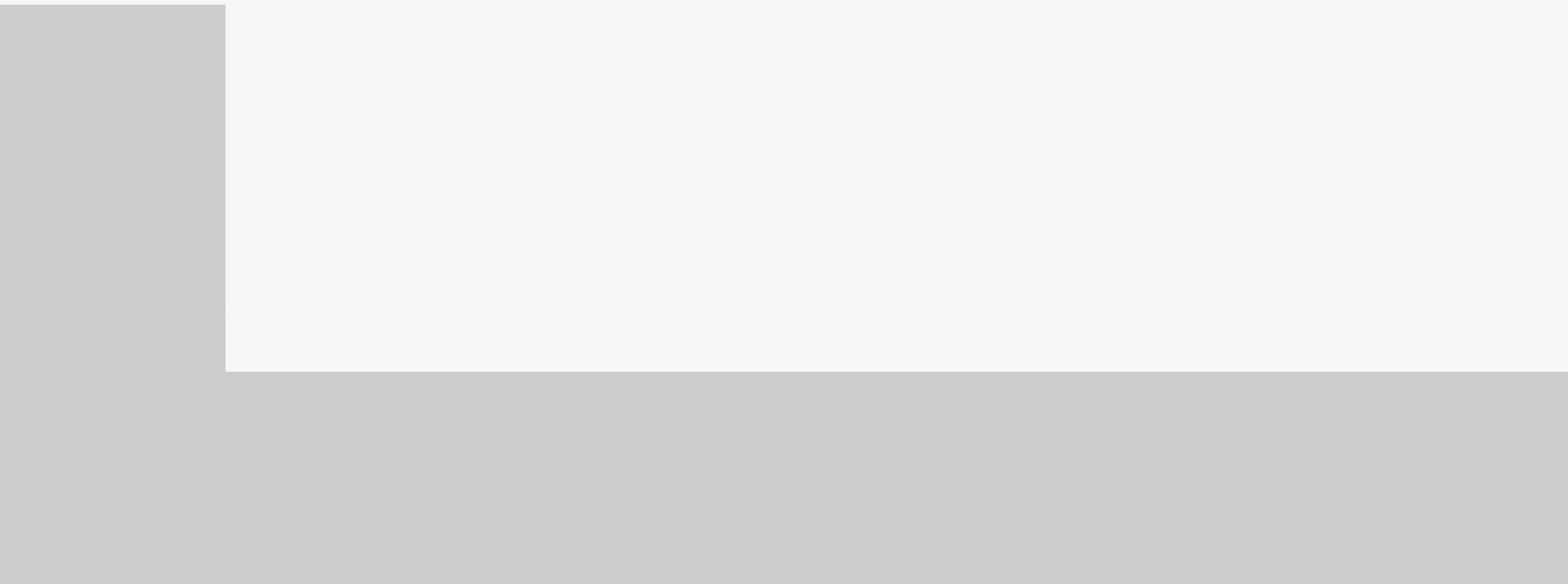
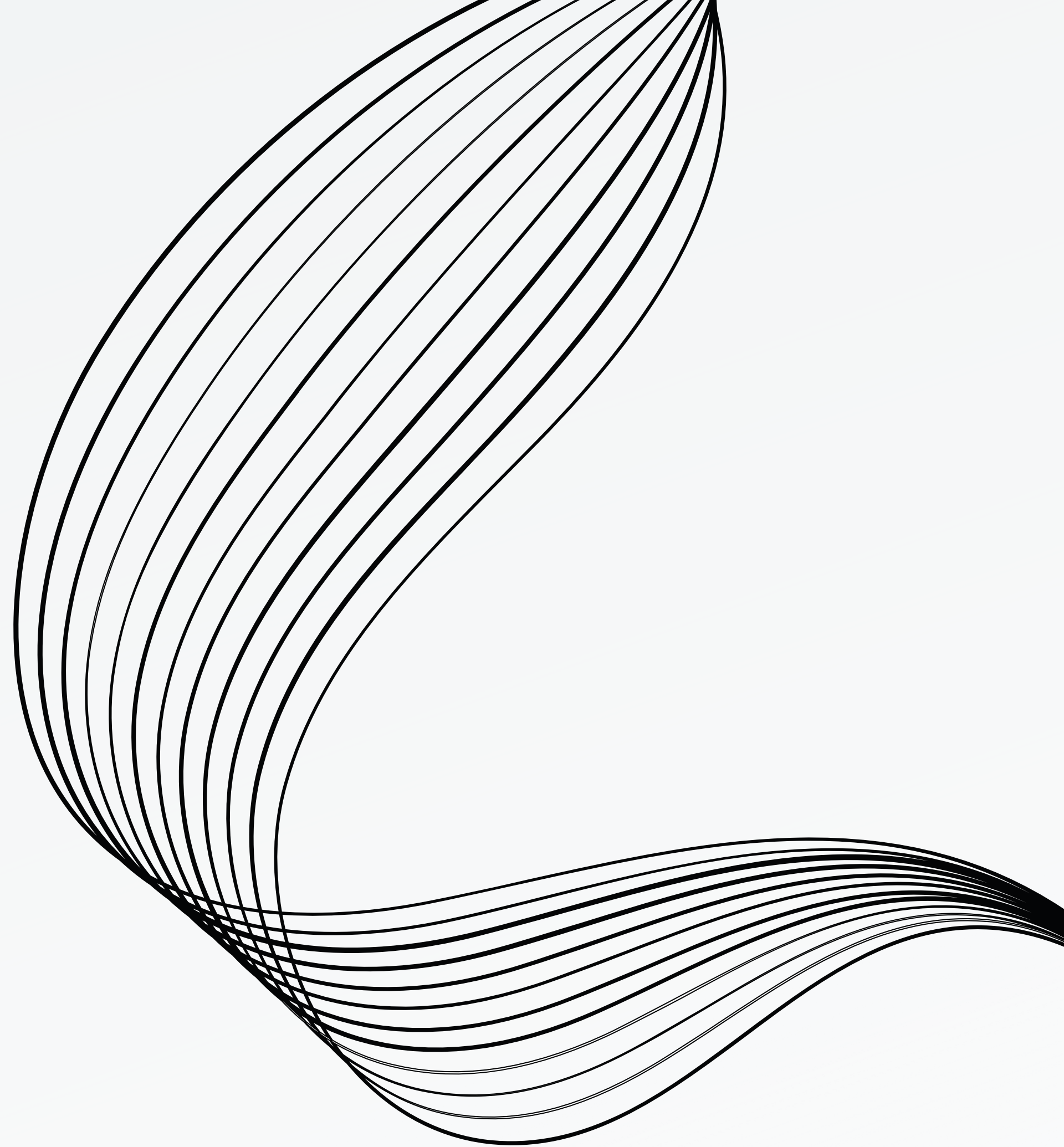


Conclusion:

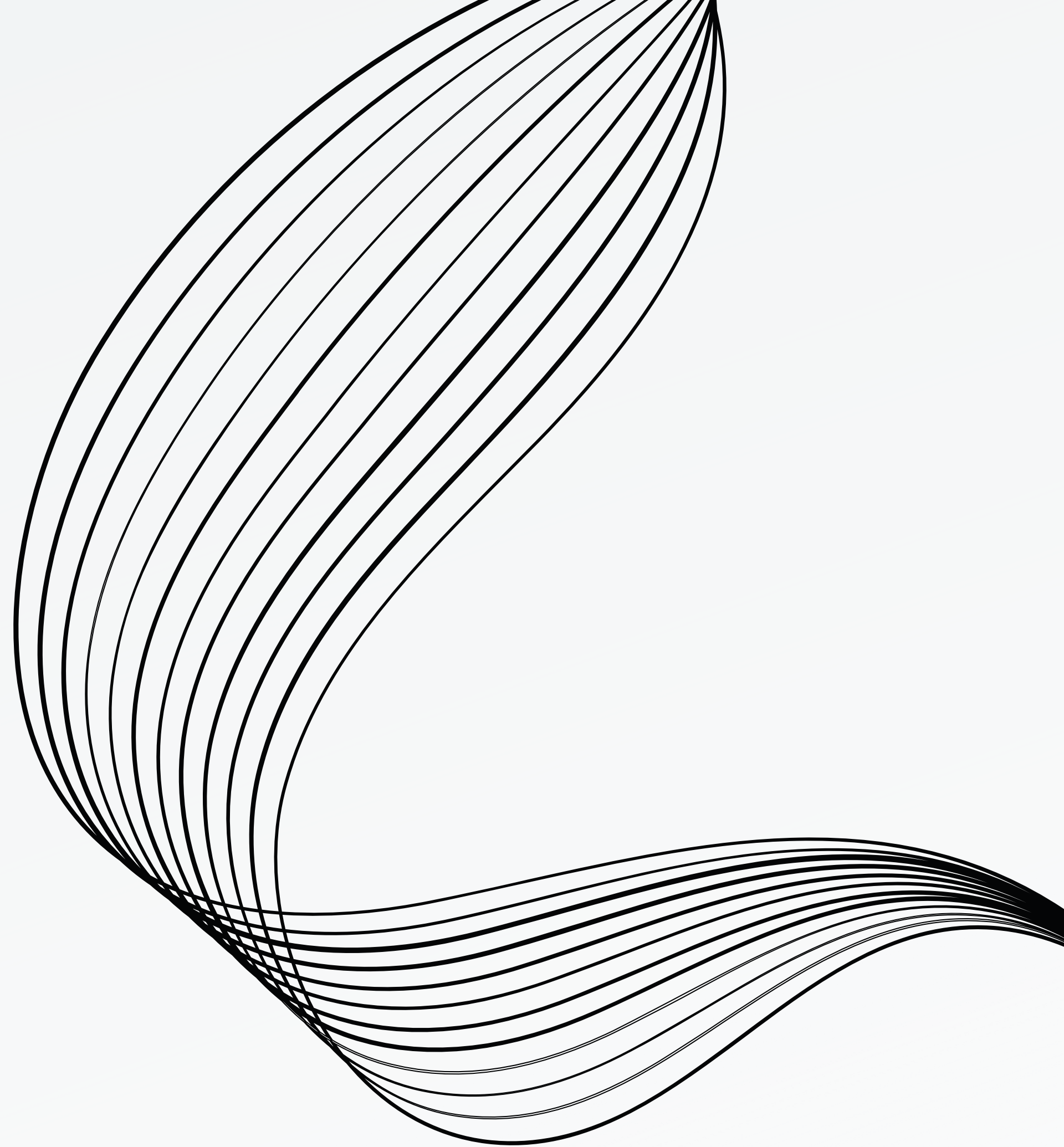
In this case study on e-seva of Andhra Pradesh Government, we surveyed the salient features, details of services offered .E-Seva is the most successful among all projects in India that have reached common man with essential services of the Government. Municipality and also useful to connect different companies all under one roof.



any queries ?



**THANK'S FOR
LISTINING**





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